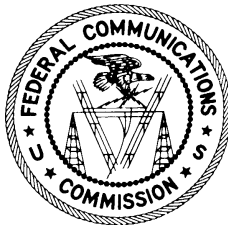


# **Local Telephone Competition: Status as of June 30, 2013**

Industry Analysis and Technology Division  
Wireline Competition Bureau  
June 2014



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## Local Telephone Competition: Status as of June 30, 2013

**Introduction.** The Commission has used FCC Form 477 to collect subscribership information from providers of local telephone service – the incumbent local exchange carriers (ILECs), competitive local exchange carriers (CLECs), and mobile telephony providers – for more than a decade.<sup>1</sup> The Commission has required interconnected Voice over Internet Protocol (“interconnected VoIP”) service providers to report subscribership information since December 2008 because the use of VoIP technology is growing rapidly and it increasingly is used to provide local telephone service.<sup>2</sup>

This report summarizes the information collected about telephone services as of June 30, 2013. It demonstrates continued growth in subscribership to interconnected VoIP and mobile telephony services and continued decline in subscribership to traditional wired telephone services.<sup>3</sup>

**Retail local telephone service.** Retail local telephone service customers are served by two wireline technologies – “end-user” switched access lines and interconnected VoIP “subscriptions” – and by mobile wireless subscriptions.

- In June 2013, there were 90 million end-user switched access lines in service, 45 million interconnected VoIP subscriptions, and 306 million mobile subscriptions in the United States, or 441 million retail local telephone service connections in total. See Figure 1.

<sup>1</sup> See the Technical Notes and the Glossary that appear at the end of this report for more-detailed information about the Form 477 and the meaning of terms used in this report. For an overview of program history for the telephone services data, see *Local Telephone Competition: Status as of December 31, 2008* (June 2010) at pp. 1-2, available at [www.fcc.gov/wcb/iatd/comp.html](http://www.fcc.gov/wcb/iatd/comp.html). Readers who are interested in historical trends in the data should note the changes in reporting requirements that were effective in 2008 and earlier, in 2005.

<sup>2</sup> The FCC’s rules (at 47 C.F.R. § 9.3) state:

An interconnected Voice over Internet Protocol (VoIP) service is a service that:

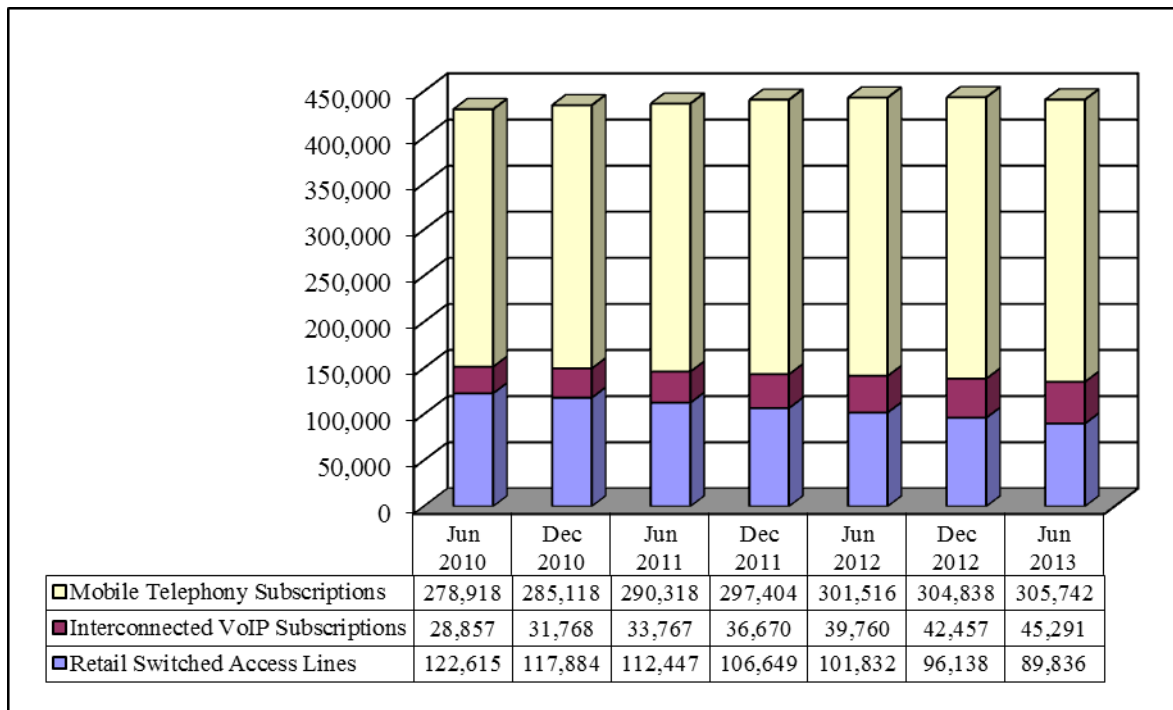
- (1) Enables real-time, two-way voice communications;
- (2) Requires a broadband connection from the user’s location;
- (3) Requires Internet protocol-compatible customer premises equipment (CPE); and
- (4) Permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.

We note that the current interpretation of element (4) of the definition excludes the VoIP services that Skype offers in the United States, and subscribers to those services are not reported on Form 477. Prior to the December 2008 data, companies such as Vonage that solely provide interconnected VoIP service did not file Form 477. Telephone companies and cable companies that provided local exchange telephone service were required to file Form 477 but were not required to report interconnected VoIP subscriptions. However, some of these companies chose to include interconnected VoIP subscriptions in the number of retail (end-user) switched access lines that they reported.

<sup>3</sup> The presentation of mobile wireless telephone subscriber counts in this report does not constitute, or imply, Commission analysis of the extent to which wireline and mobile wireless telephone services are demand substitutes or complements in general or in any particular situation. In the Form 477 program, commercial mobile radio service (CMRS) carriers who own or operate wireless networks report both their retail telephone service customers and the retail customers of mobile wireless telephone service resellers.

- Over the three-year period presented in Figure 1, interconnected VoIP subscriptions increased at a compound annual growth rate of 16%, mobile telephony subscriptions increased at a compound annual growth rate of 3%, and retail switched access lines declined at 10% a year.<sup>4</sup>

**Figure 1**  
**Retail Local Telephone Service Connections, 2010 - 2013**  
**(In Thousands)**



- Of the 135 million wireline retail local telephone service connections (including both switched access lines and interconnected VoIP subscriptions) in June 2013, 77 million (or 57%) were residential connections and 58 million (or 43%) were business connections.<sup>5</sup> See Figure 2.

<sup>4</sup> The compound annual growth rate (CAGR) is a smoothed rate of growth calculated in three steps. First, divide the ending (June 2013) value by the beginning (June 2010) value. Second, raise the result of that division to a power equal to one divided by the number of years in the period (in this case, 3 years, so the power is 1/3). Third, subtract the number one from the result of the second step.

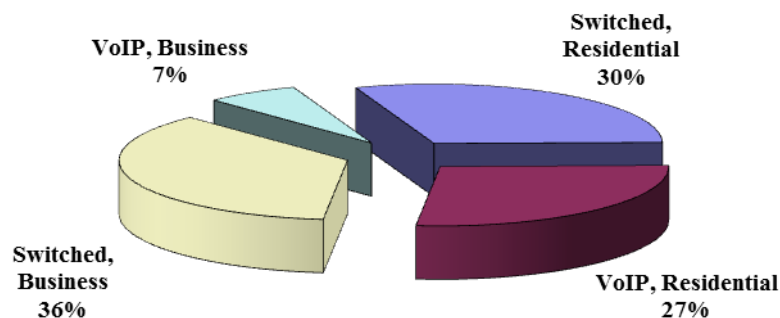
<sup>5</sup> FCC Form 477 does not distinguish between residential and business subscribers to mobile *telephony* service. The information that Form 477 collects about mobile *broadband* service is summarized elsewhere; see *Internet Access Services: Status as of June 30, 2013*, available at [www.fcc.gov/wcb/iatd/comp.html](http://www.fcc.gov/wcb/iatd/comp.html).

- Cross-classified by technology and customer type, the 135 million wireline retail local telephone service connections in June 2013 were: 30% residential switched access lines, 36% business switched access lines, 27% residential interconnected VoIP subscriptions, and 7% business interconnected VoIP subscriptions. See Figure 2.

**Figure 2**  
**Wireline Retail Local Telephone Service Connections by Technology and Customer Type as of June 30, 2013 (In Thousands)**

	<b>Switched Access Lines</b>	<b>Interconnected VoIP</b>	<b>Total</b>
<b>Residential</b>	40,946	36,409	77,355
<b>Business</b>	48,890	8,882	57,771
<b>Total</b>	<b>89,836</b>	<b>45,291</b>	<b>135,127</b>

Figures may not add to totals due to rounding.



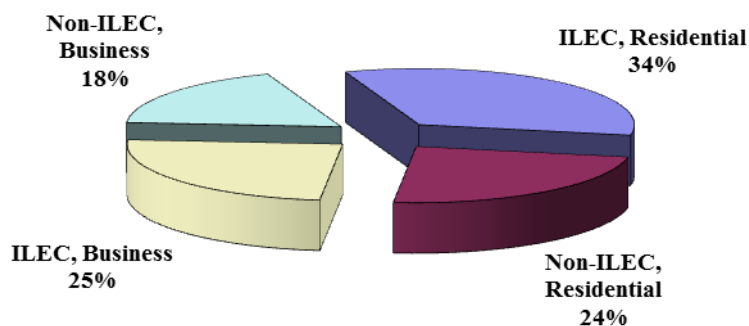
**Service providers.** The Form 477 program – and this report – distinguishes ILEC operations from all other operations.

- Cross-classified by customer type (residential or business) and the service retailer's regulatory status (ILEC or non-ILEC), the 135 million wireline retail local telephone service connections in June 2013 were: 34% ILEC residential service, 25% ILEC business service, 24% non-ILEC residential service, and 18% non-ILEC business service. See Figure 3.

**Figure 3**  
**Wireline Retail Local Telephone Service Connections by Customer Type and Regulatory Status as of June 30, 2013 (In Thousands)**

	<b>Residential</b>	<b>Business</b>	<b>Total</b>
<b>ILEC</b>	45,365	33,172	78,537
<b>Non-ILEC</b>	31,990	24,600	56,590
<b>Total</b>	<b>77,355</b>	<b>57,771</b>	<b>135,127</b>

Figures may not add to totals due to rounding.

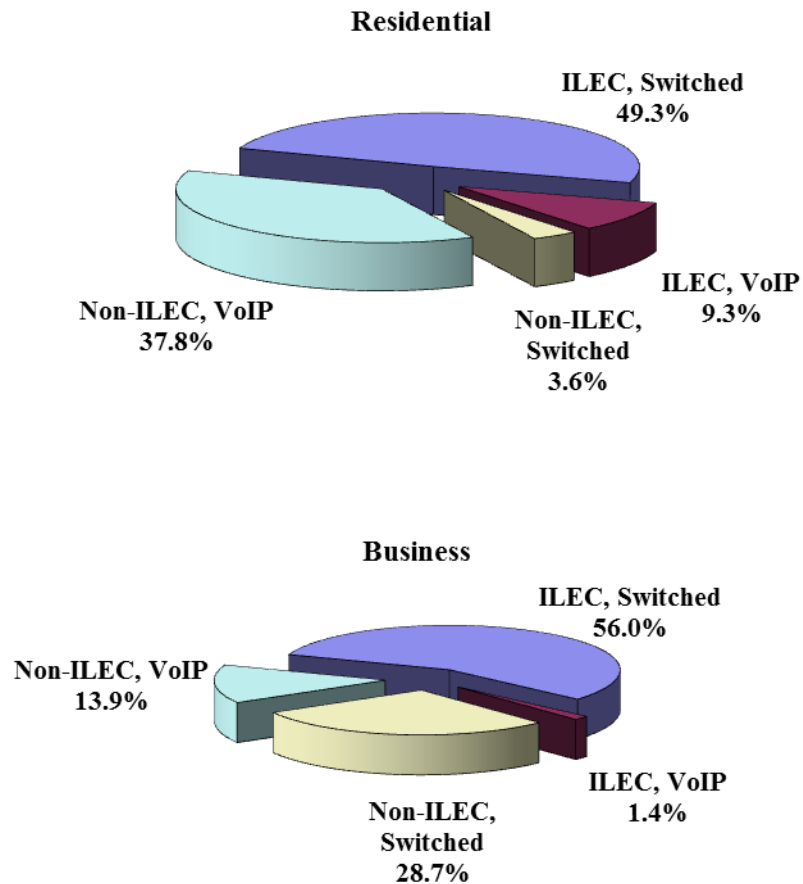


- Additionally cross-classified by technology, the 77 million wireline residential connections in June 2013 were: 49.3% ILEC switched access lines, 37.8% non-ILEC interconnected VoIP subscriptions, 3.6% non-ILEC switched access lines, and 9.3% ILEC interconnected VoIP subscriptions. Similarly, the 58 million wireline business connections were: 56.0% ILEC switched access lines, 28.7% non-ILEC switched access lines, 13.9% non-ILEC interconnected VoIP subscriptions, and 1.4% ILEC interconnected VoIP subscriptions. See Figure 4.

**Figure 4**  
**Wireline Retail Local Telephone Service Connections by Technology, Regulatory Status,**  
**and Customer Type as of June 30, 2013 (In Thousands)**

<b>Total</b>	<b>Switched Access Lines</b>	<b>Interconnected VoIP</b>	<b>Total</b>
ILEC	70,504	8,033	78,537
Non-ILEC	19,332	37,257	56,590
<b>Total</b>	<b>89,836</b>	<b>45,291</b>	<b>135,127</b>
<b>Residential</b>			
ILEC	38,169	7,196	45,365
Non-ILEC	2,777	29,213	31,990
<b>Residential Total</b>	<b>40,946</b>	<b>36,409</b>	<b>77,355</b>
<b>Business</b>			
ILEC	32,335	837	33,172
Non-ILEC	16,555	8,045	24,600
<b>Business Total</b>	<b>48,890</b>	<b>8,882</b>	<b>57,771</b>

Figures may not add to totals due to rounding.





**Interconnected VoIP service.** Form 477 identifies three types of information about retail interconnected VoIP service.

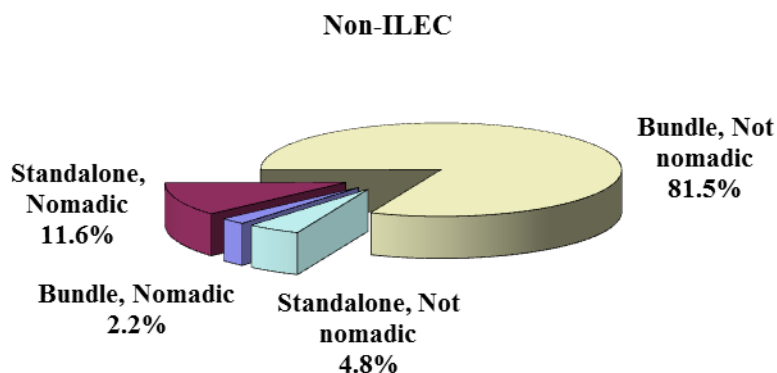
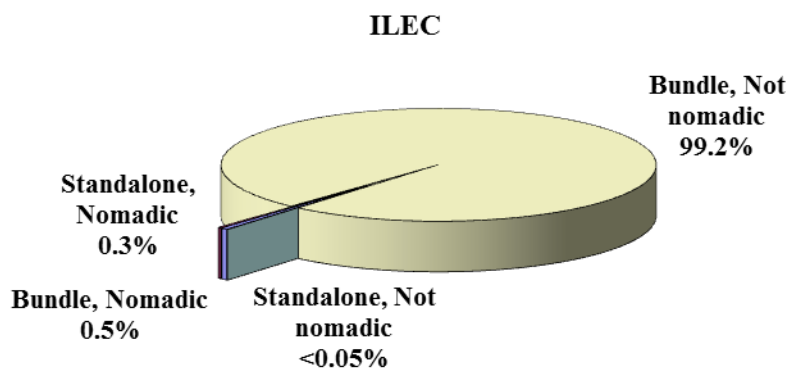
- First, interconnected VoIP service retailers distinguish between the interconnected VoIP subscriptions they sell to their broadband Internet access service customers (“broadband bundle” subscriptions, in this report) and all the other interconnected VoIP subscriptions that they sell (“standalone” subscriptions).
- Second, filers report whether or not interconnected VoIP subscriptions include, as a service feature, the capability to use the service over any broadband connection to which the customer has access, for example, at a hotel or vacation residence (“nomadic” functionality).
- Third, filers identify the different broadband technologies (for example, cable modem Internet access service) in the broadband bundle.

The Form 477 data cross-classify the first two of these three sets of information. See Figure 5.

**Figure 5**  
**Interconnected VoIP Subscription by Reported Service Features**  
**as of June 30, 2013 (In Thousands)**

<b>Total</b>	<b>Broadband Bundle</b>	<b>Standalone VoIP</b>	<b>Total</b>
Nomadic	868	4,326	5,194
Not nomadic	38,322	1,774	40,096
<b>Total</b>	<b>39,191</b>	<b>6,100</b>	<b>45,291</b>
<b>ILEC</b>			
Nomadic	38	21	58
Not nomadic	7,972	3	7,975
<b>ILEC Total</b>	<b>8,010</b>	<b>24</b>	<b>8,033</b>
<b>Non-ILEC</b>			
Nomadic	830	4,306	5,136
Not nomadic	30,351	1,771	32,122
<b>Non-ILEC Total</b>	<b>31,181</b>	<b>6,076</b>	<b>37,257</b>

Figures may not add to totals due to rounding.

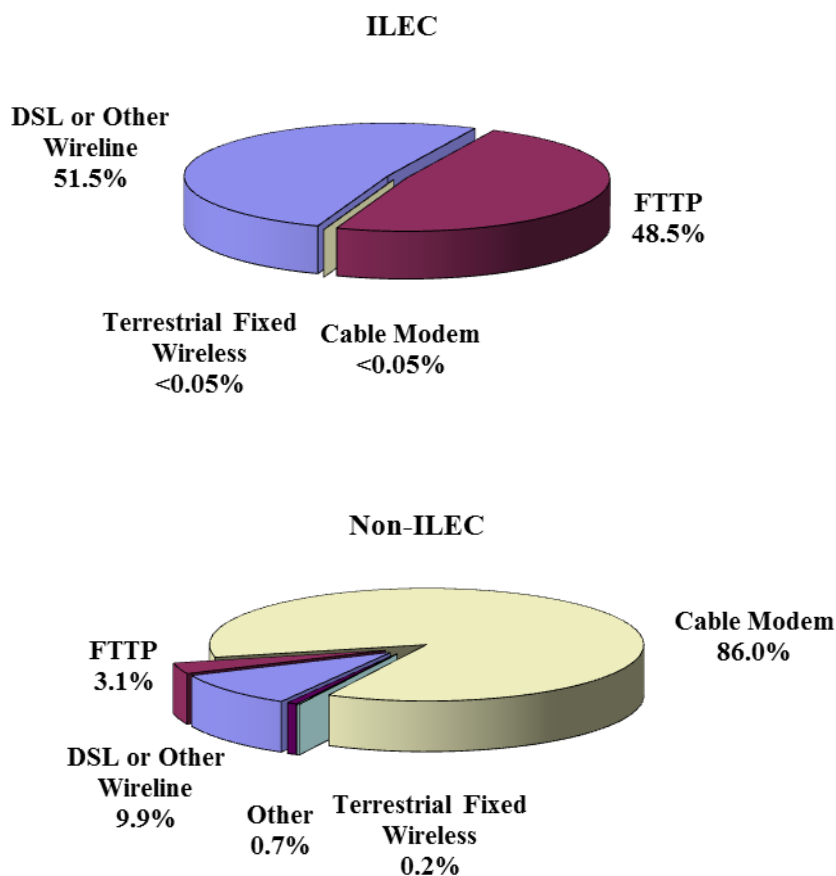


Form 477 collects the third type of information about retail interconnected VoIP service – the technology of the Internet access connection – for broadband bundles but not for standalone interconnected VoIP. See Figure 6.<sup>6</sup>

**Figure 6**  
**Technology of Internet Access Connections in Interconnected VoIP**  
**Broadband Bundles as of June 30, 2013 (In Thousands)**

<b>Technology</b>	<b>ILEC</b>	<b>Non-ILEC</b>	<b>Total</b>
DSL or Other Wireline	4,126	3,098	7,224
FTTP	3,883	975	4,858
Cable Modem	1	26,825	26,826
Terrestrial Fixed Wireless	1	54	55
Other	0	230	230
<b>Total</b>	<b>8,010</b>	<b>31,181</b>	<b>39,191</b>

Figures may not add to totals due to rounding.



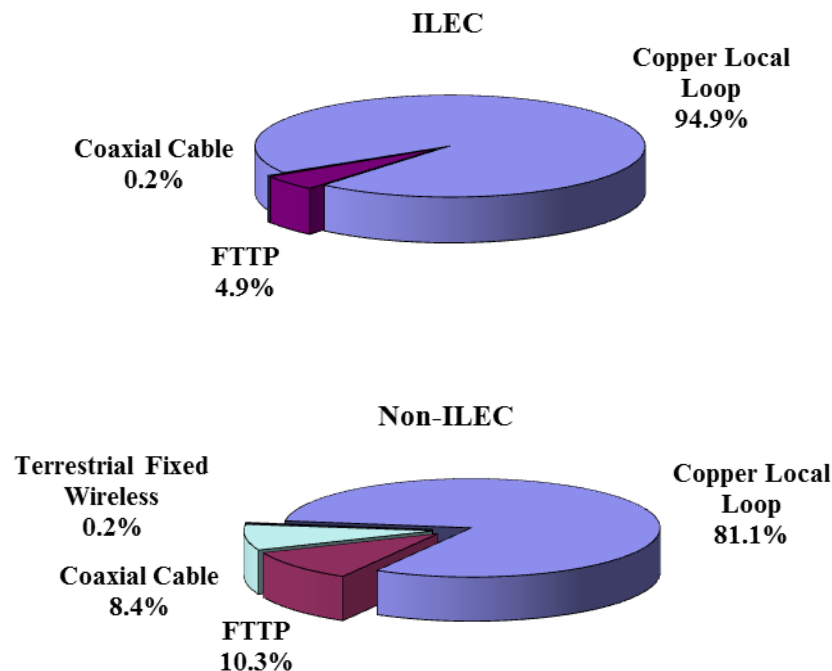
<sup>6</sup> *Internet Access Services: Status as of June 30, 2013* discusses types of Internet access connections in greater detail. The report is available at [www.fcc.gov/wcb/iatd/comp.html](http://www.fcc.gov/wcb/iatd/comp.html).

**Switched access lines.** ILECs as a group predominantly deliver retail switched access lines over copper local loops. This appears also to be the case for those non-ILECs who report retail switched access lines. See Figure 7.

**Figure 7**  
**Technology of Retail Switched Access Lines**  
**as of June 30, 2013 (In Thousands)**

Technology	ILEC	Non-ILEC	Total
FTTP	3,450	1,994	5,443
Coaxial Cable	160	1,623	1,784
Terrestrial Fixed Wireless	15	45	60
Copper Local Loop	66,879	15,670	82,549
Total	70,504	19,332	89,836

Figures may not add to totals due to rounding.



**Wholesale relationships for switched access lines.** ILECs typically own the communications facilities over which they provide retail services. By contrast, CLECs use a range of methods: equipping ILEC UNE loops (“UNE-L”) as CLEC switched access lines,<sup>7</sup> reselling services (for example, reselling ILEC

<sup>7</sup> CLECs (as opposed to non-ILECs more generally) have certain regulatory rights to obtain ILEC local loops at cost-based UNE rates, which the CLEC may use to provide retail switched access lines or retail broadband Internet access connections. See C.F.R. § 51.307.

switched access lines obtained at wholesale rates or reselling ILEC lines obtained under commercial agreements that replaced the UNE-Platform (“UNE-P”)), equipping leased ILEC special access circuits as switched access lines, and equipping local loops that the CLEC owns.

- CLECs reported using several methods to provide their 19.3 million retail switched access lines in June 2013. They reported providing 41% of lines (or 8.0 million lines) by reselling ILEC wholesale or retail services. They reported providing 33% of lines (or 6.3 million lines) over ILEC facilities leased at regulated, cost-based rates (that is, as unbundled network elements, or UNEs). And they provided the remaining 26% of lines (or 5.0 million lines) over local loops that they owned. However, the information about wholesale relationships differs as reported by CLECs and by ILECs, as discussed in Figure 8.

**Figure 8**  
**Wholesale Relationships as Reported Respectively by CLECs and ILECs**  
**as of June 30, 2013 (In Thousands)**

	<b>CLEC</b>	<b>ILEC</b>	<b>Difference</b>
	<b>Retail Switched Access Lines provisioned over ILEC Services (reported by CLECs)</b>	<b>Wholesale Switched Access Lines and UNEs provided to CLECs (reported by ILECs)</b>	
<b>Resold ILEC services<sup>1</sup></b>	7,984	3,957	4,028
<b>UNE-P<sup>2</sup></b>	937	1	935
<b>UNE-L<sup>3</sup></b>	5,383	2,787	2,597
Total ILEC UNEs	6,320	2,788	3,532
Total ILEC services	14,304	6,744	7,560

Figures may not add to totals due to rounding.

<sup>1</sup> Resold ILEC services include switched access lines made available to CLECs at wholesale rates, resold Centrex, Integrated Services Digital Network (ISDN), or other ILEC services, ILEC special access circuits channelized to provide CLEC retail switched access lines, and ILEC switched access lines provided to CLECs under commercial agreements that replaced UNE-P. (See note 2, below.) Filers are instructed to count the number of voice-grade channels the retail customer purchased, not the theoretical capacity of the circuit over which the service was delivered. ILECs generally do not know (and do not report) which ILEC leased special access circuits or other high-capacity circuits are being used to provide CLEC retail switched access lines (which the CLECs do report).

<sup>2</sup> UNE-P was the combination of ILEC loop UNE, switching UNE, and transport UNE. The Commission directed CLECs to migrate their retail customers served by UNE-P to an alternative arrangement within 12 months of the effective date of the *Triennial Review Remand Order*, that is, by March 11, 2006. See C.F.R. § 51.319(d)(2)(ii).

<sup>3</sup> ILECs report the number of UNE-L they provide to CLECs but do not convert any high-capacity UNE-L, such as DS1 UNE loops, into voice-grade equivalents. By contrast, CLECs report the number of switched access lines their retail customers purchase which the CLEC provisioned over UNE-L obtained from ILECs. Note, however, that a CLEC might use UNE-L only to provide broadband Internet access connections.

**Remainder of the report.** The remainder of the report consists of tables and charts that summarize national and state-specific data.

\* \* \* \*

We invite users of this information to provide suggestions for improved analysis of data presented in this report by using the attached customer response form or by sending comments to [IATDreports@fcc.gov](mailto:IATDreports@fcc.gov) for subject: June 2013 local telephone data. We encourage users of this information to provide suggestions for improved data collection by participating in any formal proceedings undertaken by the Commission to solicit comments for improvement of FCC Form 477.

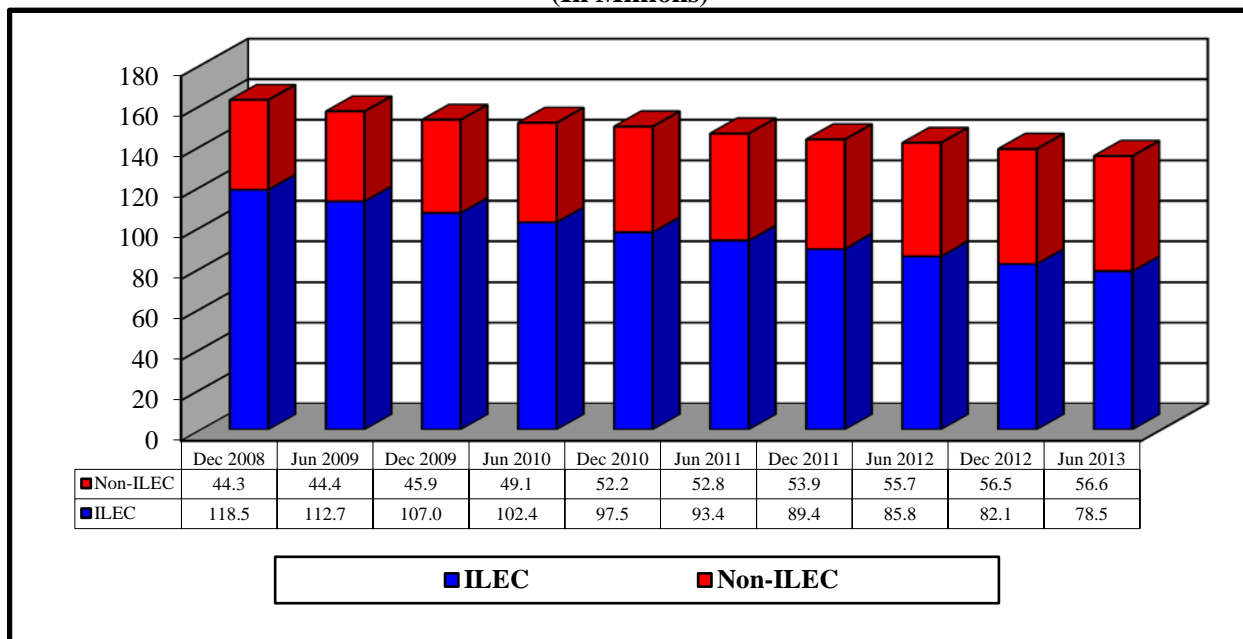
**Table 1**  
**Total End-User Switched Access Lines and VoIP Subscriptions<sup>1</sup>**  
**(In Thousands)**

Date	Provided by		Total	Non-ILEC Share
	ILEC	Non-ILEC		
Dec 2008	118,496	44,267	162,763	27.2
Jun 2009	112,748	44,351	157,098	28.2
Dec 2009	107,018	45,927	152,945	30.0
Jun 2010	102,395	49,077	151,472	32.4
Dec 2010	97,497	52,155	149,652	34.9
Jun 2011	93,394	52,820	146,214	36.1
Dec 2011	89,427	53,892	143,319	37.6
Jun 2012	85,848	55,744	141,592	39.4
Dec 2012	82,114	56,481	138,595	40.8
Jun 2013	78,537	56,590	135,127	41.9

Some previously published data have been revised.

<sup>1</sup> Mandatory reporting by interconnected VoIP service providers started in December 2008. Previously, individual ILECs and CLECs included VoIP subscribers in reported switched access lines to a varying and largely unknown degree. Interconnected VoIP is distinguished from VoIP service more generally by permitting users to receive calls that originate on the public switched telephone network *and* to terminate calls to the public switched telephone network. See 47 C.F.R. § 9.3. Form 477 counts both switched access lines and interconnected VoIP subscriptions as the maximum number of calls that may be active, simultaneously, from the end user's location under the purchased service plan.

**Chart 1**  
**Total End-User Switched Access Lines and VoIP Subscriptions**  
**(In Millions)**



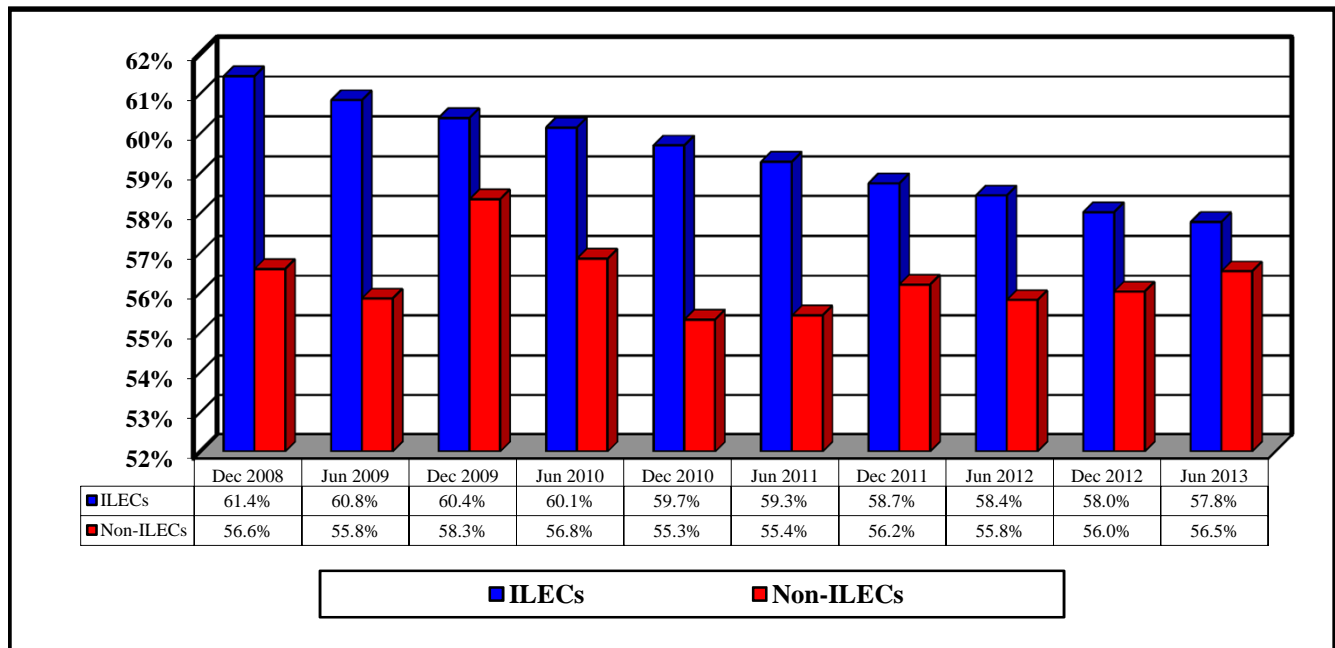
**Table 2**  
**Total End-User Switched Access Lines and VoIP Subscriptions by Customer Type<sup>1</sup>**  
**(In Thousands)**

Date	Reporting ILECs			Reporting Non-ILECs		
	Residential	Business	% Residential	Residential	Business	% Residential
Dec 2008	72,786	45,711	61.4	25,049	19,218	56.6
Jun 2009	68,581	44,166	60.8	24,769	19,582	55.8
Dec 2009	64,613	42,405	60.4	26,793	19,134	58.3
Jun 2010	61,579	40,816	60.1	27,899	21,178	56.8
Dec 2010	58,194	39,303	59.7	28,851	23,304	55.3
Jun 2011	55,365	38,029	59.3	29,272	23,548	55.4
Dec 2011	52,530	36,897	58.7	30,285	23,607	56.2
Jun 2012	50,165	35,683	58.4	31,109	24,635	55.8
Dec 2012	47,639	34,476	58.0	31,641	24,839	56.0
Jun 2013	45,365	33,172	57.8	31,990	24,600	56.5

Some previously published data have been revised.

<sup>1</sup> The December 2008 data are the first for which comprehensive reporting of interconnected VoIP subscribers was required. See footnote 1, Table 1.

**Chart 2**  
**Percent of Total Lines and VoIP Subscriptions that Serve Residential Customers**



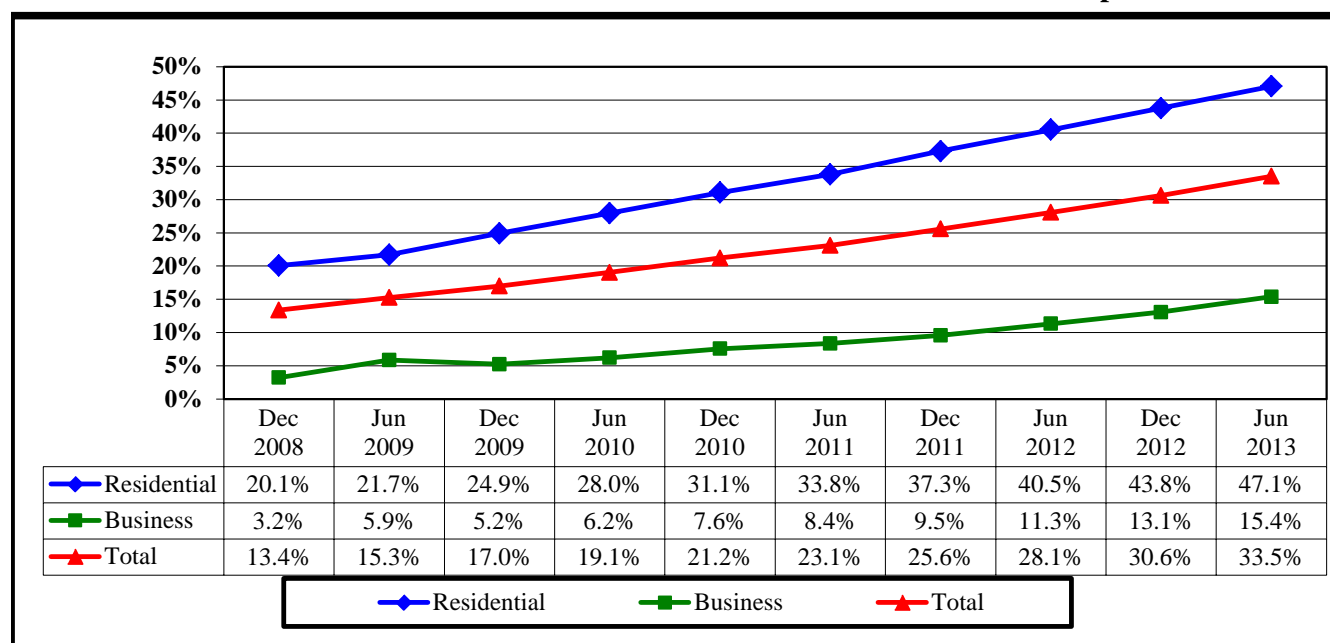


**Table 3**  
**End-User Switched Access Lines and VoIP Subscriptions by Customer Type**  
**(In Thousands)**

Date	End-User Switched Access Lines			VoIP Subscriptions			Total		
	Residential	Business	Total	Residential	Business	Total	Residential	Business	Total
Dec 2008	78,180	62,839	141,019	19,655	2,090	21,744	97,835	64,929	162,763
Jun 2009	73,093	60,015	133,109	20,257	3,733	23,990	93,350	63,748	157,098
Dec 2009	68,614	58,335	126,949	22,793	3,204	25,996	91,406	61,539	152,945
Jun 2010	64,463	58,152	122,615	25,015	3,842	28,857	89,478	61,994	151,472
Dec 2010	60,010	57,874	117,884	27,036	4,733	31,768	87,045	62,607	149,652
Jun 2011	56,019	56,428	112,447	28,617	5,150	33,767	84,637	61,577	146,214
Dec 2011	51,920	54,729	106,649	30,895	5,775	36,670	82,815	60,504	143,319
Jun 2012	48,337	53,495	101,832	32,937	6,823	39,760	81,274	60,318	141,592
Dec 2012	44,573	51,565	96,138	34,707	7,750	42,457	79,280	59,315	138,595
Jun 2013	40,946	48,890	89,836	36,409	8,882	45,291	77,355	57,771	135,127

Some previously published data have been revised. Figures may not sum to totals due to rounding.

**Chart 3**  
**VoIP Share of Total End-User Switched Access Lines and VoIP Subscriptions**



**Table 4**  
**End-User Switched Access Lines and VoIP Subscriptions Reported by Non-ILECs<sup>1</sup>**  
**(Lines and Subscriptions in Thousands)**

Date	Reporting Non-ILECs	End-User Switched Access Lines and VoIP Subscriptions	End-User Switched Access Lines			VoIP	Percent			
			Acquired from other LECs		CLEC-owned local loops <sup>3</sup>		Resold LEC service	ILEC UNEs	CLEC-owned local loops	VoIP
			Resold LEC service	ILEC UNEs <sup>2</sup>						
Dec 2008	705	44,267	7,083	9,612	6,359	21,216	16.0	21.7	14.4	47.9
Jun 2009	720	44,351	6,799	8,516	6,005	23,032	15.3	19.2	13.5	51.9
Dec 2009	758	45,927	7,100	8,029	5,993	24,802	15.5	17.5	13.0	54.0
Jun 2010	787	49,077	8,249	7,701	6,231	26,895	16.8	15.7	12.7	54.8
Dec 2010	809	52,155	8,634	7,313	7,294	28,912	16.6	14.0	14.0	55.4
Jun 2011	834	52,820	8,492	6,950	7,242	30,136	16.1	13.2	13.7	57.1
Dec 2011	874	53,892	8,201	6,769	6,937	31,978	15.2	12.6	12.9	59.3
Jun 2012	879	55,744	8,139	6,654	7,006	33,948	14.6	11.9	12.6	60.9
Dec 2012	920	56,481	7,696	6,890	6,300	35,593	13.6	12.2	11.2	63.0
Jun 2013	940	56,590	7,984	6,320	5,023	37,257	14.1	11.2	8.9	65.8

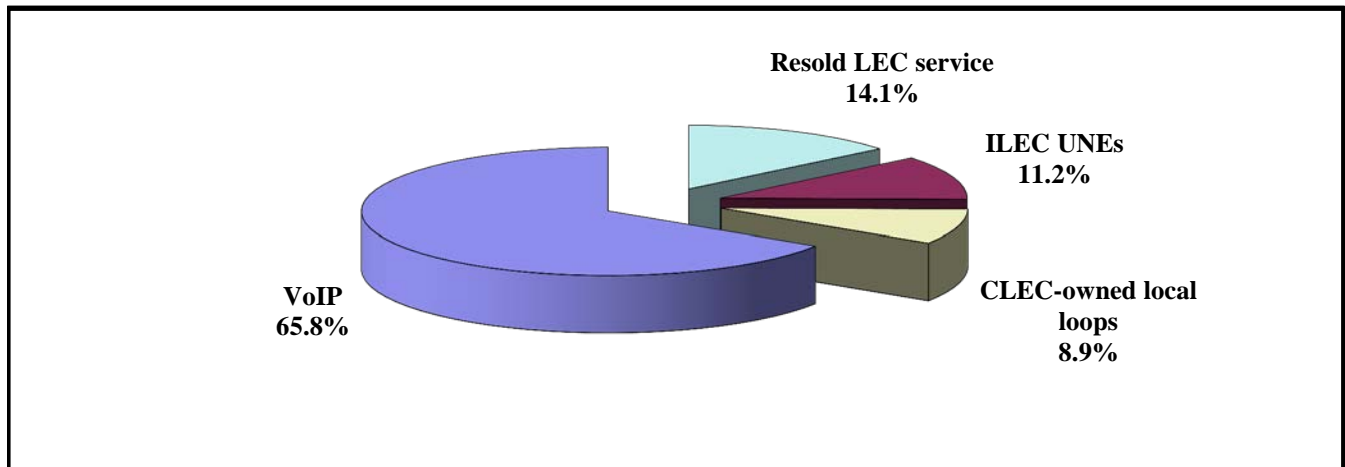
Some previously published data have been revised. Figures may not sum to totals due to rounding.

<sup>1</sup> See footnote 1, Table 1.

<sup>2</sup> Includes unbundled network element (UNE) loops leased from an unaffiliated ILEC on a stand-alone basis and also UNE loops leased in combination with UNE switching or any other unbundled network element.

<sup>3</sup> Lines provided over CLEC-owned "last-mile" facilities.

**Chart 4**  
**Non-ILEC End-User Switched Access Lines and VoIP Subscriptions as of June 30, 2013**



**Table 5**  
**ILEC End-User (Retail) and Wholesale Switched Access Lines, VoIP Subscriptions, and UNEs<sup>1</sup>**  
**(Lines, Subscriptions, and UNEs in Thousands)**

Date	Reporting ILECs <sup>2</sup>	ILEC Total Lines <sup>3</sup>	End-User Switched Access Lines	VoIP	Switched Access Lines and UNEs Provided to CLECs					
					Resold Lines	UNEs			Total UNEs & Resold Lines	% of Total Lines
						Without Switching	With Switching <sup>4</sup>	Total UNEs		
Dec 2008	777	128,288	117,968	529	3,209	3,844	2,740	6,583	9,792	7.6
Jun 2009	777	121,879	111,790	958	3,008	3,580	2,543	6,123	9,131	7.5
Dec 2009	766	116,070	105,824	1,194	2,988	3,668	2,396	6,063	9,051	7.8
Jun 2010	763	110,798	100,433	1,962	5,023	3,254	127	3,381	8,403	7.6
Dec 2010	754	105,386	94,641	2,856	4,712	3,124	53	3,177	7,889	7.5
Jun 2011	756	101,056	89,763	3,631	4,578	3,081	4	3,085	7,662	7.6
Dec 2011	755	96,890	84,735	4,692	4,366	3,028	68	3,097	7,463	7.7
Jun 2012	755	93,033	80,036	5,812	4,059	3,005	121	3,126	7,185	7.7
Dec 2012	754	89,067	75,250	6,864	4,038	2,913	1	2,914	6,953	7.8
Jun 2013	754	85,282	70,504	8,033	3,957	2,787	1	2,788	6,744	7.9

Some previously published data have been revised.

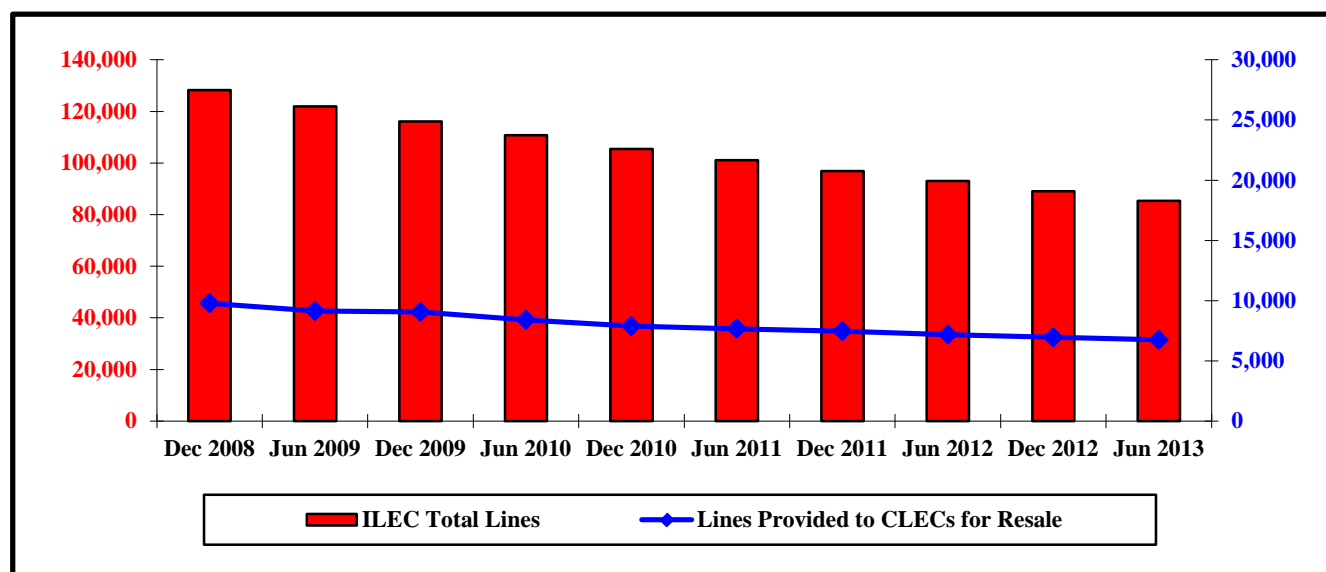
<sup>1</sup> See footnote 1, Table 1.

<sup>2</sup> Fewer ILECs were counted after mid-year 2007 primarily because FCC staff identified additional common-control relationships.

<sup>3</sup> Sum of ILEC-reported end-user (retail) switched access lines, ILEC interconnected VoIP subscriptions, and ILEC wholesale switched access lines and UNEs provided to CLECs.

<sup>4</sup> ILEC loops provided with ILEC switching, including the combination of ILEC loop UNE, switching UNE, and transport UNE, collectively referred to as the UNE-Platform ("UNE-P"). In the *Triennial Review Remand Order*, which was adopted on December 15, 2004, the Commission directed CLECs to migrate their retail customers served by these methods to alternative arrangements by March 11, 2006, i.e., within 12 months of the date the order went into effect. See C.F.R. § 51.319(d)(2)(ii).

**Chart 5**  
**ILEC Total (Retail and Wholesale) Lines and Lines Provided to CLECs for Resale**



**Table 6**  
**End-User Switched Access Lines and VoIP Subscriptions**  
**by Type of Technology for Non-ILEC Providers<sup>1</sup>**  
**(In Thousands)**

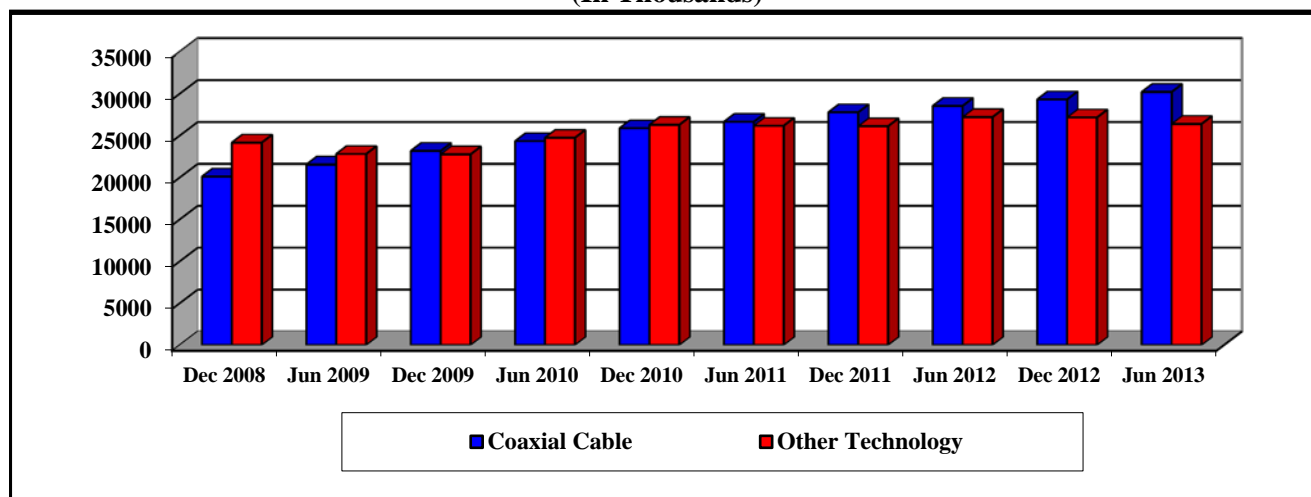
Date	Coaxial Cable <sup>2</sup>	Other Technology	Total	Percent Coaxial Cable
Dec 2008	20,108	24,158	44,267	45.4
Jun 2009	21,547	22,804	44,351	48.6
Dec 2009	23,171	22,756	45,927	50.5
Jun 2010	24,339	24,738	49,077	49.6
Dec 2010	25,877	26,278	52,155	49.6
Jun 2011	26,645	26,175	52,820	50.4
Dec 2011	27,776	26,116	53,892	51.5
Jun 2012	28,541	27,203	55,744	51.2
Dec 2012	29,317	27,164	56,481	51.9
Jun 2013	30,205	26,384	56,590	53.4

Some previously published data have been revised.

<sup>1</sup> See footnote 1, Table 1.

<sup>2</sup> Reported end-user switched access lines and interconnected VoIP connections that terminate on coaxial cable at the end user's premises. Starting, systematically, with the December 2008 data, interconnected VoIP service providers report subscriptions they sold in a bundle with cable modem Internet access service. For December 2008 and later dates, FCC staff used other Form 477 data to estimate the number of standalone VoIP subscriptions that terminated on coaxial cable at the end user's premises.

**Chart 6**  
**End-User Switched Access Lines and VoIP Subscriptions**  
**by Type of Technology for Non-ILEC Providers**  
**(In Thousands)**

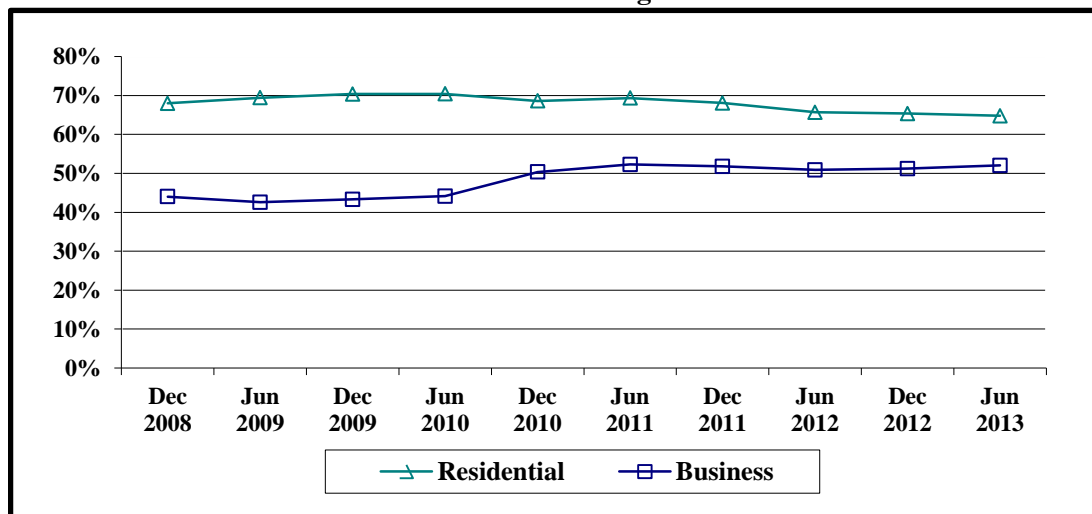


**Table 7**  
**Percentage of Switched Access Lines Presubscribed for Long Distance Service**

	ILEC	CLEC	Total
<b>Residential</b>			
Dec 2008	68	80	69
Jun 2009	69	80	70
Dec 2009	70	76	71
Jun 2010	70	76	71
Dec 2010	69	77	69
Jun 2011	69	78	70
Dec 2011	68	78	69
Jun 2012	66	76	66
Dec 2012	65	78	66
Jun 2013	65	79	66
<b>Business</b>			
Dec 2008	44	70	51
Jun 2009	43	72	51
Dec 2009	43	71	51
Jun 2010	44	73	53
Dec 2010	50	76	59
Jun 2011	52	80	62
Dec 2011	52	75	59
Jun 2012	51	74	59
Dec 2012	51	73	59
Jun 2013	52	70	58
<b>Total</b>			
Dec 2008	59	73	61
Jun 2009	59	74	61
Dec 2009	60	72	62
Jun 2010	60	74	62
Dec 2010	61	76	64
Jun 2011	62	80	66
Dec 2011	61	75	64
Jun 2012	59	75	62
Dec 2012	59	74	62
Jun 2013	59	71	62

Some previously published data have been revised.

**Chart 7**  
**Percent Presubscribed Interstate Long Distance Lines for ILECs**



**Table 8**  
**Residential and Business Presubscribed Switched Access Lines**  
(In Thousands)

	June 30, 2013		
	ILEC	CLEC	Total
<b>Residential</b>			
Presubscribed	24,732	2,186	26,917
Not Presubscribed	13,437	592	14,029
All Lines	38,169	2,777	40,946
Percent Presubscribed	65%	79%	66%
<b>Business</b>			
Presubscribed	16,830	11,531	28,361
Not Presubscribed	15,505	5,023	20,528
All Lines	32,335	16,555	48,890
Percent Presubscribed	52%	70%	58%
<b>Total</b>			
Presubscribed	41,562	13,717	55,279
Not Presubscribed	28,942	5,615	34,557
All Lines	70,504	19,332	89,836
Percent Presubscribed	59%	71%	62%
	December 31, 2012		
	ILEC Total	CLEC	Total
<b>Residential</b>			
Presubscribed	27,127	2,386	29,513
Not Presubscribed	14,378	682	15,060
All Lines	41,505	3,068	44,573
Percent Presubscribed	65%	78%	66%
<b>Business</b>			
Presubscribed	17,281	13,095	30,377
Not Presubscribed	16,464	4,724	21,188
All Lines	33,746	17,820	51,565
Percent Presubscribed	51%	73%	59%
<b>Total</b>			
Presubscribed	44,408	15,482	59,889
Not Presubscribed	30,842	5,406	36,249
All Lines	75,250	20,888	96,138
Percent Presubscribed	59%	74%	62%

Some previously published data have been revised. Figures may not sum to totals due to rounding.

**Table 9**  
**Total End-User Switched Access Lines and VoIP Subscriptions by State as of June 30, 2013**  
**(In Thousands)**

State	ILECs				Non-ILECs				Total	Non-ILEC % of Total
	Switched Access Lines	VoIP purchased as		Total	Switched Access Lines	VoIP purchased as		Total		
		Stand-alone	Bundled with Internet			Stand-alone	Bundled with Internet			
Alabama	1,055	0	81	1,136	329	67	300	696	1,832	38
Alaska	224	0	#	224	*	2	1	*	*	*
American Samoa	9	0	0	9	0	0	0	0	9	0
Arizona	1,147	0	1	1,149	525	139	662	1,326	2,475	54
Arkansas	657	0	37	694	104	26	140	270	964	28
California	9,448	2	1,063	10,513	2,030	928	3,365	6,323	16,836	38
Colorado	1,137	0	0	1,137	340	121	640	1,101	2,238	49
Connecticut	866	#	152	1,018	178	80	600	858	1,876	46
Delaware	210	#	63	273	52	22	119	194	467	41
District of Columbia	507	#	23	530	232	29	110	371	901	41
Florida	3,840	3	652	4,495	1,288	533	2,239	4,059	8,554	47
Georgia	2,133	#	213	2,346	793	210	758	1,761	4,107	43
Guam	38	0	0	38	*	*	*	*	*	*
Hawaii	379	#	8	387	42	9	93	144	531	27
Idaho	351	0	0	351	70	21	79	170	521	33
Illinois	2,959	0	365	3,324	572	291	1,253	2,116	5,440	39
Indiana	1,473	0	124	1,597	201	97	515	814	2,411	34
Iowa	782	#	#	782	162	33	183	378	1,161	33
Kansas	566	0	44	610	188	42	217	447	1,057	42
Kentucky	1,033	0	43	1,076	207	32	312	551	1,627	34
Louisiana	1,009	0	85	1,094	259	63	359	681	1,775	38
Maine	352	0	#	353	136	16	148	300	653	46
Maryland	1,491	2	449	1,942	354	147	579	1,079	3,021	36
Massachusetts	1,417	1	317	1,735	533	185	1,069	1,786	3,521	51
Michigan	1,886	0	238	2,124	363	216	1,093	1,672	3,796	44
Minnesota	1,282	#	2	1,284	456	82	620	1,158	2,443	47
Mississippi	614	#	41	655	79	29	125	233	889	26
Missouri	1,451	0	169	1,620	233	69	351	653	2,273	29
Montana	272	0	#	272	44	8	104	156	428	36
Nebraska	421	0	0	421	186	27	149	362	783	46
Nevada	599	0	17	617	115	71	334	521	1,137	46
New Hampshire	262	0	1	263	92	44	257	393	656	60
New Jersey	1,863	3	556	2,423	598	220	1,615	2,432	4,855	50
New Mexico	493	0	0	493	61	25	115	201	694	29
New York	3,846	6	871	4,722	1,482	313	3,248	5,043	9,765	52
North Carolina	2,274	#	100	2,374	739	145	891	1,774	4,148	43
North Dakota	198	0	0	198	75	4	40	119	317	38
Northern Mariana Isl.	15	0	0	15	0	0	0	0	15	0
Ohio	2,623	0	196	2,819	424	131	1,050	1,604	4,423	36
Oklahoma	769	0	47	816	219	57	304	580	1,396	42
Oregon	792	0	0	792	214	85	420	719	1,511	48
Pennsylvania	3,179	3	491	3,672	1,254	284	1,353	2,891	6,563	44
Puerto Rico	560	0	0	560	98	19	134	250	810	31
Rhode Island	165	#	72	237	139	29	102	270	507	53
South Carolina	1,061	0	76	1,136	298	72	321	691	1,827	38
South Dakota	192	0	#	192	133	5	73	212	404	52
Tennessee	1,306	0	115	1,421	597	102	532	1,231	2,653	46
Texas	5,104	1	772	5,877	1,109	378	1,474	2,961	8,838	34
Utah	472	0	0	472	146	62	303	512	984	52
Vermont	211	0	#	211	41	13	78	132	343	39
Virgin Islands	45	0	0	45	0	*	0	*	*	*
Virginia	1,936	2	414	2,352	710	210	735	1,655	4,006	41
Washington	1,437	#	1	1,438	334	182	867	1,382	2,819	49
West Virginia	537	0	0	537	95	17	171	283	820	34
Wisconsin	1,417	#	111	1,528	265	81	497	844	2,372	36
Wyoming	139	0	1	140	16	5	67	88	228	39
Nationwide	70,504	24	8,010	78,537	19,332	6,076	31,181	56,590	135,127	42

# = Rounds to zero. \* = Data withheld to maintain firm confidentiality.

**Table 10**  
**Residential End-User Switched Access Lines and VoIP Subscriptions by State as of June 30, 2013**  
**(In Thousands)**

State	ILECs				Non-ILECs				Total	Non-ILEC % of Total
	Switched Access Lines	VoIP purchased as		Total	Switched Access Lines	VoIP purchased as		Total		
		Stand- alone	Bundled with Internet			Stand- alone	Bundled with Internet			
Alabama	643	0	74	718	68	53	241	362	1,079	33
Alaska	105	0	0	105	*	2	1	*	*	*
American Samoa	4	0	0	4	0	0	0	0	4	0
Arizona	657	0	0	657	224	92	393	708	1,365	52
Arkansas	386	0	33	419	10	18	106	133	552	24
California	4,628	2	929	5,559	392	594	2,407	3,394	8,952	38
Colorado	683	0	0	683	13	77	498	588	1,271	46
Connecticut	440	#	135	575	34	57	526	617	1,192	52
Delaware	100	#	60	160	3	16	111	130	290	45
District of Columbia	89	#	15	105	11	11	48	69	174	40
Florida	2,101	3	594	2,697	38	386	1,959	2,383	5,080	47
Georgia	1,149	#	182	1,331	67	154	618	839	2,170	39
Guam	22	0	0	22	*	*	*	*	*	*
Hawaii	197	0	0	197	#	6	84	90	287	31
Idaho	209	0	0	209	17	12	54	83	291	28
Illinois	1,394	0	301	1,695	50	200	1,051	1,301	2,995	43
Indiana	823	0	114	938	34	65	449	548	1,486	37
Iowa	497	#	#	498	59	25	110	194	691	28
Kansas	309	0	39	347	66	27	143	236	583	40
Kentucky	628	0	26	654	43	21	271	336	989	34
Louisiana	558	0	74	632	59	48	258	365	997	37
Maine	252	0	0	252	8	11	133	152	404	38
Maryland	662	2	427	1,092	59	95	458	612	1,704	36
Massachusetts	678	1	304	983	43	127	1,004	1,173	2,156	54
Michigan	939	0	204	1,143	61	172	984	1,217	2,360	52
Minnesota	862	#	#	862	88	60	406	553	1,415	39
Mississippi	348	0	36	384	17	22	108	147	530	28
Missouri	850	0	147	997	23	51	269	343	1,340	26
Montana	171	0	#	171	13	4	72	90	261	34
Nebraska	234	0	0	234	77	17	87	180	415	44
Nevada	338	0	15	353	2	50	249	302	654	46
New Hampshire	169	0	0	169	2	32	243	277	447	62
New Jersey	856	3	524	1,382	49	154	1,383	1,586	2,968	53
New Mexico	311	0	0	311	7	17	86	110	421	26
New York	1,927	6	815	2,748	150	174	2,626	2,950	5,698	52
North Carolina	1,366	#	88	1,454	21	107	754	882	2,336	38
North Dakota	125	0	0	125	39	3	7	49	175	28
Northern Mariana Isl.	7	0	0	7	0	0	0	0	7	0
Ohio	1,473	0	165	1,638	48	81	890	1,019	2,657	38
Oklahoma	435	0	42	476	96	34	212	342	818	42
Oregon	497	0	0	497	12	56	365	433	931	47
Pennsylvania	1,904	3	458	2,365	103	203	1,190	1,496	3,862	39
Puerto Rico	411	0	0	411	1	11	106	119	529	22
Rhode Island	92	#	71	163	64	18	69	150	313	48
South Carolina	657	0	63	721	43	43	268	353	1,074	33
South Dakota	119	0	#	119	71	4	65	139	258	54
Tennessee	784	0	98	882	67	76	446	589	1,470	40
Texas	2,554	1	664	3,219	141	246	1,134	1,521	4,740	32
Utah	273	0	0	273	17	35	184	236	509	46
Vermont	147	0	0	147	4	11	73	88	234	37
Virgin Islands	28	0	0	28	0	*	0	*	*	*
Virginia	1,020	2	385	1,406	131	134	487	752	2,158	35
Washington	877	#	#	877	18	132	765	914	1,791	51
West Virginia	349	0	0	349	12	13	155	180	529	34
Wisconsin	765	0	92	856	37	64	424	525	1,382	38
Wyoming	66	0	1	67	3	3	46	52	119	44
Nationwide	38,169	23	7,173	45,365	2,777	4,123	25,089	31,990	77,355	41

# = Rounds to zero. \* = Data withheld to maintain firm confidentiality.



**Table 11**  
**Business End-User Switched Access Lines and VoIP Subscriptions by State as of June 30, 2013**  
**(In Thousands)**

State	ILECs				Non-ILECs				Total	Non-ILEC % of Total
	Switched Access Lines	VoIP purchased as		Total	Switched Access Lines	VoIP purchased as		Total		
		Stand- alone	Bundled with Internet			Stand- alone	Bundled with Internet			
Alabama	411	0	7	418	261	14	59	334	752	44%
Alaska	120	0	#	120	*	#	#	*	*	*
American Samoa	4	0	0	4	0	0	0	0	4	0
Arizona	490	0	1	492	301	47	270	618	1,109	56
Arkansas	271	0	4	275	95	8	34	137	412	33
California	4,820	0	135	4,955	1,638	334	958	2,930	7,884	37
Colorado	454	0	0	454	327	44	142	513	967	53
Connecticut	426	0	17	443	144	23	74	241	684	35
Delaware	110	0	3	113	49	6	8	63	177	36
District of Columbia	418	0	7	425	221	19	62	302	727	42
Florida	1,739	#	58	1,797	1,250	146	280	1,676	3,473	48
Georgia	984	0	31	1,015	726	56	140	922	1,937	48
Guam	16	0	0	16	*	0	*	*	*	*
Hawaii	182	#	8	190	42	3	9	54	244	22
Idaho	142	0	0	142	53	9	26	88	230	38
Illinois	1,565	0	64	1,629	523	91	202	816	2,444	33
Indiana	649	0	10	659	167	32	66	266	925	29
Iowa	285	#	#	285	104	8	73	184	469	39
Kansas	258	0	5	263	122	15	74	211	474	45
Kentucky	405	0	17	422	164	11	41	215	637	34
Louisiana	451	0	11	462	200	16	101	316	778	41
Maine	100	0	#	100	128	5	16	148	249	60
Maryland	829	0	21	850	295	52	120	467	1,317	35
Massachusetts	739	0	14	752	490	58	65	613	1,365	45
Michigan	947	0	34	981	302	44	109	455	1,436	32
Minnesota	420	#	2	423	369	22	214	605	1,028	59
Mississippi	266	#	6	272	62	8	17	87	358	24
Missouri	601	0	23	623	210	17	82	310	933	33
Montana	101	0	0	101	31	4	32	67	167	40
Nebraska	187	0	0	187	109	10	62	182	368	49
Nevada	261	0	2	264	113	21	85	219	483	45
New Hampshire	92	0	1	93	90	12	15	116	209	55
New Jersey	1,008	0	33	1,040	549	66	232	846	1,886	45
New Mexico	182	0	0	182	54	8	29	91	273	33
New York	1,919	0	56	1,975	1,332	139	622	2,093	4,067	51
North Carolina	908	#	13	920	718	37	136	892	1,812	49
North Dakota	72	0	0	72	36	1	32	70	142	49
Northern Mariana Isl.	8	0	0	8	0	0	0	0	8	0
Ohio	1,150	0	31	1,181	376	50	160	586	1,767	33
Oklahoma	335	0	5	340	124	23	92	238	578	41
Oregon	295	0	0	295	202	30	55	286	580	49
Pennsylvania	1,275	0	32	1,307	1,151	81	163	1,394	2,701	52
Puerto Rico	149	0	0	149	97	7	27	132	281	47
Rhode Island	73	0	1	74	76	11	34	120	194	62
South Carolina	403	0	12	415	255	29	53	338	753	45
South Dakota	73	0	#	73	63	1	9	73	146	50
Tennessee	523	0	17	540	530	26	86	643	1,182	54
Texas	2,550	0	108	2,658	968	132	340	1,439	4,098	35
Utah	199	0	0	199	129	28	119	276	475	58
Vermont	64	0	#	64	37	3	5	44	108	41
Virgin Islands	18	0	0	18	0	*	0	*	*	*
Virginia	917	#	29	946	579	76	249	903	1,849	49
Washington	560	#	#	560	316	50	102	467	1,028	45
West Virginia	188	0	0	188	83	4	16	103	291	35
Wisconsin	652	#	20	672	228	17	74	319	991	32
Wyoming	73	0	0	73	12	2	22	36	109	33
Nationwide	32,335	#	836	33,172	16,555	1,953	6,092	24,600	57,772	43

# = Rounds to zero. \* = Data withheld to maintain firm confidentiality.

**Table 12**  
**Non-ILEC Share of Total End-User Switched Access Lines and VoIP Subscriptions by State<sup>1</sup>**

State	2009		2010		2011		2012		2013
	Jun	Dec	Jun	Dec	Jun	Dec	Jun	Dec	Jun
Alabama	21 %	24 %	28 %	30 %	31 %	32 %	34 %	36 %	38 %
Alaska	*	*	*	*	*	*	*	*	*
American Samoa	0	0	0	0	0	0	0	0	0
Arizona	40	42	44	46	46	48	49	51	54
Arkansas	19	20	22	22	24	24	26	27	28
California	23	25	27	28	30	32	34	36	38
Colorado	32	34	36	39	40	42	45	47	49
Connecticut	31	33	35	37	39	41	43	44	46
Delaware	31	32	34	35	37	38	39	40	41
District of Columbia	20	21	31	32	34	35	37	39	41
Florida	28	31	36	39	40	42	44	46	47
Georgia	26	27	31	33	34	36	38	40	43
Guam	*	*	*	*	*	*	*	*	*
Hawaii	19	21	22	24	24	26	28	26	27
Idaho	18	19	25	28	26	27	30	31	33
Illinois	24	25	27	30	32	33	35	37	39
Indiana	19	20	23	25	27	28	30	32	34
Iowa	22	24	26	27	28	29	30	32	33
Kansas	31	32	34	36	37	38	40	41	42
Kentucky	27	28	29	33	32	35	31	32	34
Louisiana	25	27	30	32	33	34	37	37	38
Maine	33	36	38	39	40	42	42	45	46
Maryland	26	27	28	30	31	32	35	36	36
Massachusetts	40	42	44	49	52	53	55	53	51
Michigan	30	33	34	36	38	39	41	42	44
Minnesota	32	34	36	37	38	43	43	45	47
Mississippi	17	20	23	25	22	23	25	25	26
Missouri	18	20	22	23	24	25	26	27	29
Montana	22	23	24	26	29	31	33	35	36
Nebraska	35	38	39	42	42	42	43	44	46
Nevada	31	33	36	39	40	42	43	44	46
New Hampshire	45	49	51	54	55	56	57	59	60
New Jersey	36	38	40	46	47	49	50	51	50
New Mexico	15	17	19	21	22	24	26	27	29
New York	42	44	46	49	50	51	52	52	52
North Carolina	25	27	33	35	36	37	39	41	43
North Dakota	31	35	36	38	37	38	38	38	38
Northern Mariana Isl.	0	0	0	0	0	0	0	0	0
Ohio	26	28	29	31	32	33	34	36	36
Oklahoma	30	34	35	38	39	40	41	41	42
Oregon	32	34	36	39	41	42	44	46	48
Pennsylvania	30	32	35	38	40	41	42	43	44
Puerto Rico	25	22	26	25	25	25	27	29	31
Rhode Island	53	54	54	58	60	59	59	57	53
South Carolina	24	26	30	32	32	33	35	36	38
South Dakota	36	44	45	47	48	50	51	52	52
Tennessee	25	28	33	36	37	39	41	44	46
Texas	22	23	24	25	27	28	30	32	34
Utah	32	34	36	38	39	44	46	50	52
Vermont	23	27	29	31	34	35	36	37	39
Virgin Islands	0	*	*	*	*	*	*	*	*
Virginia	32	34	33	35	36	37	38	40	41
Washington	32	35	37	40	42	44	46	47	49
West Virginia	24	27	29	30	31	32	33	34	34
Wisconsin	26	27	27	30	31	32	33	35	36
Wyoming	21	22	24	26	29	33	36	37	39
Nationwide	28 %	30 %	32 %	35 %	36 %	38 %	39 %	41 %	42 %

\* = Data withheld to maintain firm confidentiality. NA = Not available. Some previously published data have been revised.

<sup>1</sup> See footnote 1, Table 1.

**Table 13**  
**Non-ILEC Total End-User Switched Access Lines and VoIP Subscriptions by State<sup>1</sup>**  
**(In Thousands)**

State	2009		2010		2011		2012		2013
	Jun	Dec	Jun	Dec	Jun	Dec	Jun	Dec	Jun
Alabama	453	494	594	622	620	634	646	675	696
Alaska	*	*	*	*	*	*	*	*	*
American Samoa	0	0	0	0	0	0	0	0	0
Arizona	1,173	1,193	1,236	1,244	1,203	1,228	1,251	1,289	1,326
Arkansas	224	230	248	250	257	253	262	267	270
California	4,764	4,857	5,166	5,342	5,515	5,655	5,980	6,225	6,323
Colorado	825	837	884	929	944	967	1,019	1,075	1,101
Connecticut	644	680	706	751	782	799	830	846	858
Delaware	166	165	173	174	177	179	183	184	194
District of Columbia	180	190	300	314	337	343	347	364	371
Florida	2,737	2,907	3,525	3,729	3,690	3,848	3,957	4,079	4,059
Georgia	1,133	1,173	1,370	1,410	1,427	1,496	1,585	1,668	1,761
Guam	*	*	*	*	*	*	*	*	*
Hawaii	117	125	128	138	137	147	154	143	144
Idaho	117	123	159	177	149	150	166	168	170
Illinois	1,614	1,634	1,658	1,826	1,899	1,909	2,022	2,043	2,116
Indiana	562	592	647	691	719	750	767	779	814
Iowa	310	322	344	354	360	363	373	376	378
Kansas	413	408	429	436	440	437	445	440	447
Kentucky	508	521	546	621	591	636	528	513	551
Louisiana	507	539	602	642	640	635	702	671	681
Maine	250	274	282	283	285	293	295	300	300
Maryland	891	911	912	961	981	1,015	1,109	1,134	1,079
Massachusetts	1,592	1,643	1,695	1,967	2,198	2,169	2,311	2,007	1,786
Michigan	1,451	1,501	1,518	1,576	1,580	1,586	1,625	1,614	1,672
Minnesota	864	905	927	942	956	1,107	1,068	1,109	1,158
Mississippi	184	214	252	267	227	227	235	229	233
Missouri	518	553	598	611	606	611	631	633	653
Montana	103	104	109	117	127	137	147	151	156
Nebraska	302	332	330	359	348	342	350	353	362
Nevada	411	416	451	476	471	493	508	516	521
New Hampshire	351	376	388	395	397	396	405	398	393
New Jersey	1,986	2,004	2,104	2,464	2,530	2,574	2,635	2,615	2,432
New Mexico	128	138	157	168	171	177	189	196	201
New York	4,578	4,710	4,807	5,295	5,222	5,212	5,322	5,319	5,043
North Carolina	1,137	1,200	1,480	1,557	1,535	1,589	1,648	1,718	1,774
North Dakota	104	123	126	129	124	124	123	122	119
Northern Mariana Isl.	0	0	0	0	0	0	0	0	0
Ohio	1,450	1,492	1,550	1,615	1,563	1,589	1,614	1,656	1,604
Oklahoma	504	570	572	621	619	617	628	606	580
Oregon	563	582	615	631	650	659	696	706	719
Pennsylvania	2,176	2,201	2,422	2,650	2,759	2,787	2,854	2,909	2,891
Puerto Rico	234	170	244	231	228	224	226	238	250
Rhode Island	311	311	308	353	383	360	357	313	270
South Carolina	497	535	622	645	623	640	659	670	691
South Dakota	136	183	188	193	199	209	211	212	212
Tennessee	726	791	966	1,020	1,051	1,084	1,126	1,170	1,231
Texas	2,358	2,372	2,452	2,498	2,556	2,586	2,754	2,843	2,961
Utah	342	353	362	371	375	427	445	493	512
Vermont	91	102	110	116	126	129	129	130	132
Virgin Islands	#	*	*	*	*	*	*	*	*
Virginia	1,476	1,565	1,463	1,497	1,523	1,527	1,552	1,599	1,655
Washington	1,025	1,095	1,162	1,221	1,229	1,257	1,334	1,349	1,382
West Virginia	214	235	248	269	270	280	288	290	283
Wisconsin	755	771	728	791	794	804	819	847	844
Wyoming	53	54	58	62	68	79	87	86	88
Total	44,351	45,927	49,077	52,155	52,820	53,892	55,744	56,481	56,590

# = Rounds to zero. \* = Data withheld to maintain firm confidentiality. Some previously published data have been revised.

<sup>1</sup> See footnote 1, Table 1.

**Table 14**  
**ILEC Total End-User Switched Access Lines and VoIP Subscriptions by State<sup>1</sup>**  
**(In Thousands)**

State	2009		2010		2011		2012		2013
	Jun	Dec	Jun	Dec	Jun	Dec	Jun	Dec	Jun
Alabama	1,665	1,579	1,506	1,438	1,386	1,322	1,263	1,201	1,136
Alaska	282	273	271	260	257	247	243	228	224
American Samoa	10	10	10	10	9	9	9	9	9
Arizona	1,741	1,649	1,563	1,476	1,409	1,343	1,279	1,224	1,149
Arkansas	982	941	904	865	827	789	756	725	694
California	15,555	14,796	14,118	13,455	12,786	12,197	11,614	11,067	10,513
Colorado	1,758	1,656	1,569	1,473	1,409	1,329	1,270	1,207	1,137
Connecticut	1,463	1,389	1,326	1,268	1,214	1,165	1,111	1,060	1,018
Delaware	363	344	331	317	307	297	288	279	273
District of Columbia	714	697	680	679	644	627	595	561	530
Florida	6,918	6,491	6,138	5,798	5,508	5,259	4,992	4,743	4,495
Georgia	3,304	3,156	3,011	2,881	2,779	2,659	2,561	2,455	2,346
Guam	51	49	48	48	45	42	40	40	38
Hawaii	489	473	455	444	431	419	406	397	387
Idaho	550	514	486	455	433	404	395	375	351
Illinois	5,086	4,812	4,581	4,313	4,078	3,852	3,705	3,507	3,324
Indiana	2,434	2,300	2,186	2,064	1,945	1,894	1,780	1,677	1,597
Iowa	1,077	1,024	987	940	917	882	850	817	782
Kansas	899	858	820	774	737	700	669	638	610
Kentucky	1,387	1,352	1,317	1,272	1,238	1,195	1,155	1,111	1,076
Louisiana	1,561	1,489	1,426	1,369	1,318	1,255	1,205	1,147	1,094
Maine	519	482	463	438	428	407	401	367	353
Maryland	2,520	2,403	2,333	2,262	2,193	2,128	2,062	1,993	1,942
Massachusetts	2,369	2,238	2,149	2,065	1,991	1,926	1,858	1,797	1,735
Michigan	3,323	3,113	2,952	2,757	2,619	2,513	2,382	2,240	2,124
Minnesota	1,826	1,725	1,666	1,583	1,537	1,468	1,419	1,350	1,284
Mississippi	922	879	848	813	783	752	723	690	655
Missouri	2,367	2,259	2,162	2,055	1,961	1,866	1,788	1,711	1,620
Montana	371	351	342	327	318	302	295	282	272
Nebraska	564	543	521	501	489	474	460	443	421
Nevada	911	856	809	759	719	691	673	646	617
New Hampshire	435	385	366	342	326	312	304	279	263
New Jersey	3,519	3,288	3,112	2,937	2,807	2,700	2,587	2,496	2,423
New Mexico	713	682	651	618	595	569	546	522	493
New York	6,234	5,900	5,653	5,416	5,258	5,099	4,943	4,823	4,722
North Carolina	3,335	3,189	3,045	2,886	2,779	2,691	2,584	2,474	2,374
North Dakota	233	224	220	213	210	206	204	201	198
Northern Mariana Isl.	17	16	16	16	15	15	15	15	15
Ohio	4,124	3,914	3,719	3,515	3,342	3,172	3,100	2,957	2,819
Oklahoma	1,169	1,117	1,070	1,022	981	939	907	869	816
Oregon	1,210	1,140	1,080	1,003	949	895	880	833	792
Pennsylvania	5,029	4,771	4,571	4,387	4,217	4,055	3,894	3,796	3,672
Puerto Rico	698	610	706	707	689	655	625	583	560
Rhode Island	281	270	264	260	255	252	245	240	237
South Carolina	1,561	1,488	1,429	1,368	1,330	1,284	1,236	1,183	1,136
South Dakota	244	233	227	217	212	205	202	197	192
Tennessee	2,170	2,061	1,962	1,846	1,774	1,681	1,599	1,512	1,421
Texas	8,307	7,999	7,678	7,360	7,046	6,725	6,431	6,159	5,877
Utah	725	690	657	614	586	554	529	502	472
Vermont	299	280	265	253	245	237	234	218	211
Virgin Islands	59	57	59	58	56	53	49	49	45
Virginia	3,160	3,050	2,944	2,811	2,705	2,633	2,518	2,432	2,352
Washington	2,211	2,071	1,962	1,815	1,722	1,621	1,572	1,492	1,438
West Virginia	677	637	606	628	603	588	580	559	537
Wisconsin	2,156	2,051	1,970	1,874	1,807	1,715	1,665	1,589	1,528
Wyoming	200	190	183	175	168	160	153	146	140
Total	112,748	107,018	102,395	97,497	93,394	89,427	85,848	82,114	78,537

Some previously published data have been revised.

<sup>1</sup> See footnote 1, Table 1.

**Table 15**  
**Non-ILEC Methods of Providing Wireline Telephone Services by State**  
**as of June 30, 2013**  
**(In Thousands)**

State	Resold LEC service	ILEC UNEs	CLEC-owned local loops	VoIP Subscriptions <sup>1</sup>	Total
Alabama	93	145	91	367	696
Alaska	*	*	*	*	*
American Samoa	0	0	0	0	0
Arizona	146	74	304	801	1,326
Arkansas	22	19	63	166	270
California	1,100	464	463	4,293	6,323
Colorado	151	133	56	761	1,101
Connecticut	51	45	82	681	858
Delaware	35	17	1	141	194
District of Columbia	190	21	21	139	371
Florida	626	512	150	2,771	4,059
Georgia	273	386	135	968	1,761
Guam	*	*	*	*	*
Hawaii	15	#	27	102	144
Idaho	17	23	29	100	170
Illinois	259	199	114	1,544	2,116
Indiana	61	63	77	612	814
Iowa	52	31	80	216	378
Kansas	38	33	117	258	447
Kentucky	78	83	47	344	551
Louisiana	83	98	79	422	681
Maine	22	55	60	164	300
Maryland	218	117	19	725	1,079
Massachusetts	305	179	50	1,253	1,786
Michigan	101	215	47	1,309	1,672
Minnesota	127	185	144	702	1,158
Mississippi	36	36	7	154	233
Missouri	60	121	52	420	653
Montana	7	10	27	112	156
Nebraska	69	9	108	176	362
Nevada	66	32	17	405	521
New Hampshire	36	43	13	301	393
New Jersey	380	134	84	1,835	2,432
New Mexico	30	11	21	140	201
New York	710	389	383	3,561	5,043
North Carolina	306	304	129	1,035	1,774
North Dakota	4	12	59	44	119
Northern Mariana Isl.	0	0	0	0	0
Ohio	155	161	108	1,180	1,604
Oklahoma	67	45	108	361	580
Oregon	57	102	57	505	719
Pennsylvania	611	386	257	1,636	2,891
Puerto Rico	*	37	*	152	250
Rhode Island	33	16	90	131	270
South Carolina	98	107	93	393	691
South Dakota	9	6	119	79	212
Tennessee	215	245	137	634	1,231
Texas	357	416	334	1,852	2,961
Utah	52	58	37	365	512
Vermont	7	18	16	91	132
Virgin Islands	*	*	*	*	*
Virginia	342	131	236	945	1,655
Washington	114	159	61	1,048	1,382
West Virginia	32	49	14	188	283
Wisconsin	51	164	50	579	844
Wyoming	5	6	4	73	88
Total	7,984	6,320	5,023	37,257	56,590

# = Rounds to zero. \* = Data withheld to maintain firm confidentiality. Figures may not sum to totals due to rounding.

<sup>1</sup> See footnote 1, Table 1.

**Table 16**  
**Percentage of End-User Switched Access Lines and VoIP Subscriptions**  
**Provided to Residential Customers by State as of June 30, 2013**

State	ILECs	Non-ILECs	Total
Alabama	63%	52%	59%
Alaska	47	*	*
American Samoa	44	NA	44
Arizona	57	53	55
Arkansas	60	49	57
California	53	54	53
Colorado	60	53	57
Connecticut	56	72	64
Delaware	59	67	62
District of Columbia	20	19	19
Florida	60	59	59
Georgia	57	48	53
Guam	58	*	*
Hawaii	51	63	54
Idaho	60	49	56
Illinois	51	61	55
Indiana	59	67	62
Iowa	64	51	60
Kansas	57	53	55
Kentucky	61	61	61
Louisiana	58	54	56
Maine	71	51	62
Maryland	56	57	56
Massachusetts	57	66	61
Michigan	54	73	62
Minnesota	67	48	58
Mississippi	59	63	60
Missouri	62	53	59
Montana	63	58	61
Nebraska	56	50	53
Nevada	57	58	58
New Hampshire	64	70	68
New Jersey	57	65	61
New Mexico	63	55	61
New York	58	58	58
North Carolina	61	50	56
North Dakota	63	41	55
Northern Mariana Isl.	47	NA	47
Ohio	58	64	60
Oklahoma	58	59	59
Oregon	63	60	62
Pennsylvania	64	52	59
Puerto Rico	73	48	65
Rhode Island	69	56	62
South Carolina	63	51	59
South Dakota	62	66	64
Tennessee	62	48	55
Texas	55	51	54
Utah	58	46	52
Vermont	70	67	68
Virgin Islands	62	*	*
Virginia	60	45	54
Washington	61	66	64
West Virginia	65	64	65
Wisconsin	56	62	58
Wyoming	48	59	52
Nationwide	58	57	57

\* = Data withheld to maintain firm confidentiality. NA = Not applicable.

**Table 17**  
**Number of Reporting ILECs, Non-ILECs, and VoIP Providers by State**  
**as of June 30, 2013**

<b>State</b>	<b>ILECs</b>	<b>Non-ILECs</b>	<b>Total<sup>1</sup></b>	<b>VoIP Providers<sup>2</sup></b>
Alabama	20	134	147	112
Alaska	17	31	47	30
American Samoa	1	0	1	0
Arizona	15	140	151	125
Arkansas	20	102	118	83
California	17	198	211	167
Colorado	26	159	182	137
Connecticut	2	116	116	101
Delaware	1	92	93	78
District of Columbia	1	99	100	83
Florida	12	221	228	180
Georgia	27	186	203	153
Guam	1	4	5	3
Hawaii	2	47	48	43
Idaho	17	90	100	77
Illinois	44	191	223	152
Indiana	29	144	164	114
Iowa	134	136	241	91
Kansas	38	127	152	102
Kentucky	17	145	153	116
Louisiana	10	123	127	100
Maine	7	80	84	66
Maryland	2	154	154	129
Massachusetts	4	140	141	120
Michigan	25	148	164	119
Minnesota	47	142	173	109
Mississippi	13	107	114	87
Missouri	31	134	157	110
Montana	17	80	90	64
Nebraska	30	100	123	78
Nevada	12	111	121	102
New Hampshire	6	99	105	86
New Jersey	3	164	164	138
New Mexico	16	98	107	78
New York	25	190	204	156
North Carolina	19	160	170	132
North Dakota	23	78	94	58
Northern Mariana Isl	1	0	1	0
Ohio	33	157	180	129
Oklahoma	38	109	142	88
Oregon	23	130	149	109
Pennsylvania	22	177	190	149
Puerto Rico	1	16	16	15
Rhode Island	1	82	83	67
South Carolina	17	137	143	108
South Dakota	29	71	92	56
Tennessee	18	145	158	118
Texas	52	228	262	173
Utah	13	103	113	89
Vermont	7	74	80	63
Virgin Islands	1	1	2	1
Virginia	15	147	156	127
Washington	16	146	158	126
West Virginia	6	96	99	85
Wisconsin	40	146	170	112
Wyoming	9	84	88	71
Nationwide	754	940	1,469	626

<sup>1</sup> Providers that report both ILEC and non-ILEC operations in a state are counted once in the ILECs column and once in the Non-ILECs column and once in the Total column for that state. Either type of operations might report interconnected VoIP subscribers.

<sup>2</sup> The providers reporting interconnected VoIP subscribers in a state are a subset of the ILECs and non-ILECs in that state.

**Table 18**  
**Mobile Telephone Facilities-based Carriers and Mobile Telephony Subscribers**

State	Jun 2013		Subscribers (In Thousands)								
	Carriers	% Resold <sup>1</sup>	2009		2010		2011		2012		2013
			Jun	Dec	Jun	Dec	Jun	Dec	Jun	Dec	Jun
Alabama	8	16 %	4,003	4,228	4,211	4,328	4,350	4,486	4,545	4,549	4,504
Alaska	11	6	544	586	590	608	619	634	642	649	657
American Samoa	*	*	*	*	*	*	*	*	*	*	*
Arizona	7	12	5,005	5,101	5,268	5,285	5,402	5,532	5,685	5,774	5,869
Arkansas	5	22	2,576	2,519	2,485	2,673	2,773	3,157	3,185	2,963	2,892
California	8	5	32,215	32,938	33,548	33,839	34,299	34,844	35,103	35,616	35,791
Colorado	12	9	4,357	4,503	4,647	4,687	4,705	4,767	4,817	4,878	4,945
Connecticut	4	8	3,047	3,123	3,192	3,230	3,305	3,353	3,379	3,418	3,425
Delaware	5	9	779	803	859	851	881	892	899	903	907
District of Columbia	5	9	1,116	1,183	1,227	1,249	1,273	1,348	1,376	1,400	1,367
Florida	6	11	16,425	16,744	16,895	17,251	17,613	17,893	18,135	18,369	18,514
Georgia	9	16	8,562	8,863	8,869	9,063	9,137	9,648	10,051	10,054	9,911
Guam	4	1	*	*	*	*	139	*	154	153	147
Hawaii	6	6	1,196	1,216	1,248	1,252	1,274	1,295	1,313	1,339	1,346
Idaho	11	9	1,180	1,221	1,269	1,277	1,293	1,321	1,346	1,363	1,378
Illinois	11	12	11,070	11,523	11,604	12,057	12,259	12,698	12,898	12,859	12,751
Indiana	9	14	4,983	5,205	5,289	5,410	5,496	5,573	5,670	5,786	5,836
Iowa	64	10	2,336	2,432	2,466	2,535	2,559	2,655	2,714	2,777	2,770
Kansas	11	17	2,430	2,466	2,491	2,560	2,570	2,651	2,686	2,696	2,763
Kentucky	9	15	3,439	3,631	3,654	3,726	3,754	3,812	3,879	3,976	3,951
Louisiana	9	16	4,053	3,993	3,953	4,340	4,876	5,413	5,336	4,898	4,714
Maine	5	25	1,006	1,065	1,040	1,124	1,090	1,176	1,192	1,204	1,207
Maryland	7	12	5,260	5,323	5,500	5,560	5,665	6,024	6,146	6,116	5,869
Massachusetts	4	10	6,027	6,171	6,367	6,316	6,419	6,522	6,626	6,703	6,757
Michigan	7	15	8,171	8,576	8,690	8,861	9,391	9,239	9,292	9,598	9,747
Minnesota	7	14	4,254	4,439	4,611	4,704	4,782	4,934	5,063	5,154	5,248
Mississippi	7	14	2,361	2,345	2,322	2,440	2,516	2,656	2,718	2,656	2,642
Missouri	9	14	4,985	5,129	5,141	5,309	5,458	5,629	5,708	5,668	5,653
Montana	8	16	707	802	783	846	803	862	880	888	897
Nebraska	10	10	1,508	1,515	1,566	1,523	1,542	1,647	1,668	1,675	1,708
Nevada	7	14	2,325	2,393	2,417	2,453	2,490	2,559	2,595	2,611	2,650
New Hampshire	5	14	1,075	1,125	1,141	1,170	1,171	1,204	1,212	1,225	1,221
New Jersey	5	7	8,036	8,158	8,624	8,601	8,786	8,916	8,933	9,015	8,953
New Mexico	8	9	1,550	1,624	1,668	1,689	1,662	1,690	1,716	1,737	1,756
New York	6	13	18,193	18,882	19,303	19,504	19,938	20,202	20,387	20,715	20,810
North Carolina	11	14	7,865	8,108	8,259	8,526	8,513	9,106	9,206	8,985	8,926
North Dakota	6	12	562	618	590	623	615	640	666	683	689
Northern Mariana Isl.	*	*	*	*	*	*	*	*	*	*	*
Ohio	9	13	9,456	10,059	10,236	10,511	10,936	11,122	11,381	11,549	11,798
Oklahoma	14	21	2,988	3,077	3,109	3,188	3,259	3,432	3,593	3,940	3,889
Oregon	7	9	3,112	3,235	3,297	3,340	3,355	3,423	3,456	3,519	3,545
Pennsylvania	12	14	10,455	10,867	11,070	11,424	11,401	11,581	11,704	11,956	12,083
Puerto Rico	5	10	2,706	2,807	2,879	3,014	3,004	2,989	2,969	3,047	3,073
Rhode Island	4	15	880	893	906	920	935	957	999	1,032	1,009
South Carolina	12	20	3,702	3,896	3,848	3,935	3,987	3,782	3,901	4,325	4,438
South Dakota	8	14	613	681	681	728	690	724	741	750	750
Tennessee	9	13	5,676	5,914	6,041	6,193	6,236	6,375	6,445	6,484	6,436
Texas	16	9	21,403	21,849	22,201	23,030	23,482	23,751	24,102	24,553	24,895
Utah	9	7	2,109	2,166	2,220	2,251	2,276	2,328	2,368	2,409	2,432
Vermont	5	19	398	463	431	485	471	507	519	518	522
Virgin Islands	*	*	*	*	*	*	117	117	*	113	*
Virginia	8	11	6,596	7,250	7,440	7,595	7,622	7,777	7,839	7,900	7,905
Washington	8	9	5,671	5,816	5,965	6,022	6,118	6,250	6,314	6,424	6,433
West Virginia	8	22	1,315	1,401	1,406	1,500	1,506	1,650	1,671	1,598	1,556
Wisconsin	10	13	4,317	4,546	4,599	4,730	4,895	4,931	4,945	5,037	5,070
Wyoming	10	13	429	517	501	526	514	532	541	545	547
Nationwide	167	12 %	265,332	274,283	278,918	285,118	290,318	297,404	301,516	304,838	305,742

\* = Data withheld to maintain firm confidentiality. Some previously published data have been revised.

<sup>1</sup> Percentage of mobile telephony subscribers purchasing their service subscriptions from a mobile wireless



## Technical Notes

### **General**

Detailed information about FCC Form 477 reporting requirements is available at [www.fcc.gov/form477](http://www.fcc.gov/form477).

See Glossary for definitions of terms used in this report.

### **Counting lines and subscribers**

- Form 477 counts both switched access lines and interconnected VoIP subscriptions as the maximum number of calls that may be active, simultaneously, from the end user's location under the purchased service plan. All VoIP subscriptions discussed in this report are interconnected VoIP subscriptions.
- Form 477 data may not count all VoIP phone connections to Internet Protocol Private Branch Exchange (IP PBX) equipment that is owned by business end users because of the variety of ways the IP PBX may connect to the public switched telephone network.

### **Holding company-subsidiary relationships**

- When counting service providers who have any retail customers in a particular geography, we count a holding company or common-control entity no more than once in any specified sub-category of total providers.
- Nationwide counts of providers are unique counts for any specified sub-category of total providers (for example, all non-ILECs or all interconnected VoIP providers); an entity operating in multiple states is counted only once.

### **ILEC-CLEC affiliations**

- Lines from CLECs who have ILEC affiliates are handled at the state level in one of several ways. We place the lines into the non-ILEC category if the affiliate is an ILEC other than AT&T or Verizon. Lines from CLEC affiliates of AT&T and Verizon are allocated between the ILEC and non-ILEC categories based on staff estimates if the CLEC operates in the AT&T or Verizon ILEC service area in the state, respectively.

## Glossary

<b>Term</b>	<b>Definition</b>
Broadband bundle	The purchase, from the same or affiliated retailers, of interconnected VoIP service and broadband Internet access service, either for a single price or for separate prices.
Cable modem service	A service which offers customers access to the Internet over a cable system at broadband speeds.
Circuit switching	A method of completing electronic communications in which a transmission path is established for dedicated use by a communication; the basis of the public switched telephone network (PSTN).
CLEC	Competitive Local Exchange Carrier: A new LEC that operates within the service area of an ILEC.
DSL	Digital Subscriber Line: A digital local loop, typically using copper facilities, that frequently is used to offer customers access to the Internet at broadband speeds.
End users	Residential, business, institutional, or government entities that use services for their own purposes and who do not resell such services to other entities.
Fixed wireless service	A radio communication service between specified fixed points.
FTTP or FTTH	Fiber to the Premises (Home): A network access architecture in which optical fiber is deployed all the way to the customer's premises (home).
Internet access service	Service that provides end users access to the Internet.
ILEC	Incumbent Local Exchange Carrier: A company or cooperative that was providing telephone service in a localized area, typically on a monopoly basis, prior to enactment of the Telecommunications Act of 1996.
Internet protocol or IP	A language and set of formal rules that govern how packets transit the Internet.
Interconnected VoIP or iVoIP	A service that enables real-time, two-way voice communications; requires a broadband connection from the user's location; requires Internet-protocol compatible customer premises equipment; and permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.
LEC	Local Exchange Carrier: A company that provides telephone service within a localized area and access services that connect its customers to long-distance (Interexchange Carrier) networks.
Local loop	The physical connection between the customer's premises and the telephone company's local switching office, typically provided using copper, fiber, or a combination of copper and fiber facilities.
Mobile wireless service	A radio communication service between mobile and fixed stations, or between mobile stations.
Nomadic interconnected VoIP	A service whose terms allow use over any broadband connection available to the subscriber (such as at a hotel or vacation residence); by contrast, a non-nomadic service subscription must be used over a single predetermined broadband connection.

Non-ILEC	Any provider of communications services who does not have ILEC regulatory status.
Other ILEC	An ILEC who is not an RBOC.
Other wireline	All copper-wire based transmission technologies other than DSL technologies; Ethernet over copper and T-1 are examples.
OTT	Over-the-top: Interconnected VoIP service provided by entities that neither own nor operate telecommunications facilities.
Packet switching	A method of completing electronic communications in which the information is disassembled into discrete packets that are transmitted independently and later reassembled; IP is an example.
PBX	Private Branch Exchange: A telephone switch that is owned or leased by the telephone company's customer and generally located on the customer's premises.
Retail local telephone service	Retail switched access lines and interconnected VoIP subscriptions.
Retail switched access lines	Switched access lines for which an end user is the customer.
Standalone interconnected VoIP	The purchase of interconnected VoIP service without the purchase of broadband Internet access service from the same retailer, or from an affiliated retailer.
Special access circuit	A dedicated, non-switched circuit (connection or line) provided by an ILEC, commonly used to connect an end user to another communications service provider; also frequently used by wireless service providers to connect cell towers to mobile switching centers (MSCs).
Switched access line	A service connection between an end user and the local telephone company's switch; the basis of plain old telephone service (POTS).
Total ILEC lines	The sum of ILEC-reported retail switched access lines, interconnected VoIP subscriptions, wholesale switched access lines, and UNEs provided to CLECs.
UNE	Unbundled Network Element: A physical or functional element of an ILEC network that must be provided to a CLEC at a cost-based price, as provide for in the Telecommunications Act of 1996.
UNE-L	UNE-Loop: An ILEC unbundled local loop provided to a CLEC at a cost-base price.
UNE-P	UNE-Platform: The combination of ILEC unbundled local loop, switching, and transport, provided to a CLEC at cost-based prices.
Wholesale switched access lines	Local telephone service provided to an unaffiliated telephone company, which resells the service to end users; typically provided by an ILEC to a CLEC.

# Customer Response

Publication: *Local Telephone Competition: Status as of June 30, 2013*

You can help us provide the best possible information to the public by completing this form and returning it to the Industry Analysis and Technology Division of the FCC's Wireline Competition Bureau.

1. Please check the category that best describes you:

- ☐ press
- ☐ current telecommunications carrier
- ☐ potential telecommunications carrier
- ☐ business customer evaluating vendors/service options
- ☐ consultant, law firm, lobbyist
- ☐ other business customer
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- ☐ other federal government employee
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2. Please rate the report:      Excellent      Good      Satisfactory      Poor      No opinion

Data accuracy	( )	( )	( )	( )	( )
Data presentation	( )	( )	( )	( )	( )
Timeliness of data	( )	( )	( )	( )	( )
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Completeness of text	( )	( )	( )	( )	( )

3. Overall, how do you rate this report?      Excellent      Good      Satisfactory      Poor      No opinion

( )      ( )      ( )      ( )      ( )

4. How can this report be improved?

5. May we contact you to discuss possible improvements?

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